GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:723
ANSWERED ON:16.08.2007
NEW RAILWAY INQUIRY SYSTEM
Pallani Shamy Shri K.C .

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have started common country-wide Enquiry Number for enquiring all basic informations; and

(b) if so, the details and salient features thereof ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) & (b): In view of making the facility of rail telephone enquiry available to maximum number of users, Integrated Train Enquiry System is being set up consisting of both Interactive Voice Response System (IVRS) and manual enquiry provisions for dissemination of information on train running status, reservation status, availability of accommodation alongwith other value added services. Any passenger in the telecom circle desiring to make enquiry will dial a universal number 139 as a local call without prefixing any STD code and get connected to Interactive Voice Response System (IVRS). Even for manual enquiry, he will be guided through Interactive Voice Response System (IVRS). This system has already been inaugurated for Northern region for Basic Enquiry Services and will be gradually extended throughout the country in the current financial year 2007-08.